

EMPLOYEE WORK ENVIRONMENT

You have spent time, money, effort making improvements – some of them huge in many areas including:

- **Customer lounge**
- **Write up area**
- **Offices**
- **Break room**
- **Building exterior**
- **Landscaping**
- **Parking lot**

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How much have you done in the shop for technician comfort where you want to make sure you have the best techs available?

- **Comfort when at work – all day long**
- **Feel good at the end of the day**
- **Stay employed with you longer**
- **Older techs find attractive**
- **Greatly improve chance of hiring many of the top people overall**

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Ask your technicians to grade your shop: 1 through 10 (10 being the best) on each item.

- | | |
|--|---|
| _____ Heating | _____ Organization |
| _____ Cooling | _____ Accessibility of tools and equipment |
| _____ Moisture on the floor –
is it minimal | _____ Accessibility of supplies
and small parts |
| _____ Humidity – too high | _____ Seating when at computer |
| _____ Humidity – too low | _____ Keyboards |
| _____ Air flow, exchange | _____ Wrist pads |
| _____ Lighting – daylight | _____ Wheel holders on lifts |
| _____ Lighting - artificial | _____ Wheel holders – portable |
| _____ Noise level | _____ Soft floor in areas where there is a
lot of standing |
| _____ Cleanliness | _____ Maintenance of everything on the list |
| _____ Clutter | |

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CUSTOMERS GOING FULLY DIGITAL FAST

- **BEFORE**
- **DURING**
- **AFTER**
- **ALWAYS**

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CUSTOMERS GOING FULLY DIGITAL FAST

- **Slowly, but steadily moving to digital** when interacting with auto repair shops for several years.
- COVID gave them **reason to accelerate**.
- A learning curve, **but as soon as they figured it out** and realized the benefits, **many fell in love with it**.
- The process is much **simpler, more efficient, more accurate, and easier**.
- Increasing number of people will **go only to shops with full digital ability and options**.
- Will you only order a pizza online? **Auto repair will soon be exactly like that**.

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BEFORE

- Quote request? **Simple form online**
- Appointment? **Simple form online**

DURING

- Information while car is at shop? **Photos and inspections**
- Building entry? **No**
- Face to face? **No**
- Physical contact? **No**

AFTER

- Bill pay? **Phone**
- Visual photo or video record? **Yes**
- Paperless 100%? **Yes**

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